

**LearningBiz, LLC**  
**DLIR/WDD 2015-01, ETF #04**  
**Training Matrix**

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Training Activity		Duration in Hours	Duration in Weeks	Course Schedule	TUITION PRICE			Certification offered? Yes/No
Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Foundational	LB 010: Introductory Life Skills	3 hours	0	See Course Schedule	\$150		\$150 plus \$7.07	No
Foundational	LB 020: Strategies for Success in Life and the Workplace	3.5 hours	#REF!	See Course Schedule	\$220		\$220 plus \$10.36	No
Foundational	LB 050: Foundations of Performance Success	3 hours	Less than one week	See Course Schedule	\$240		\$240 plus \$11.30	No
Foundational	LB 055: Foundations of Performance Success – Express: A streamlined version of LB 50	2.5	Less than one week	See Course Schedule	\$220		\$220 plus \$10.36	
Foundational	LB 080: Problem Solving and Critical Thinking	6 hours	Less than one week	See Course Schedule	\$480		\$480 plus 22.61	
Cultural Awareness	LB 100: Introduction to Cultural Awareness	3 hours	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No
Cultural Awareness	LB 110: Cultural Awareness-Japan Similar to LB 110 with emphasis on Japanese culture, perspectives, customer and practices	3 hours	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No
Cultural Awareness	LB 150: Hawaiian Culture	3 hours	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No
Cultural Awareness	LB 160: Hawai'i Today	3 hours	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Customer Service, Leadership & Management	LB 200: Customer Service with Aloha	3 hours	#REF!	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 210: Handling Customer Complaints & Problems	3 hours	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 215: Retail Sales with Aloha: Hookipa and Aloha, the impact it has on the customer buying process, proper greeting, etiquette and building rapport	3 hours	#REF!	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 220: Sales Fundamentals	3 hours	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 225: The Art of Converting Window Shoppers into Buyers: Key components to influential customer services and sales, customer personality traits and behaviors	3 hours	#REF!	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 230: Business Ethics	3 hours	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Customer Service, Leadership & Management	LB 240: Team Building for Supervisors	3 hours	#REF!	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 245: Conflict Management for Supervisors	3 hours	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 250: Meeting Management	3	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 260: Frontline Supervision	3	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 270: Coaching & Mentoring	3	Less than one week	See Course Schedule	\$180		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 280 Leadership & Management	6	Less than one week	See Course Schedule	\$360		\$180 plus \$8.48	No
Customer Service, Leadership & Management	LB 290: Leadership Academy: Are you Inspiring or Blocking Your Service Culture? Module 1: Understanding Behavior Styles	3.5 hours	Less than one week	See Course Schedule	\$250		\$250 plus \$11.76	

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Customer Service, Leadership & Management	LB 290: Leadership Academy: Are you Inspiring or Blocking Your Service Culture? Module 2: Problem Solving & Change Management	3.5 hours	Less than one week	See Course Schedule	\$250		\$250 plus \$11.76	
Customer Service, Leadership & Management	LB 290: LB 290: Leadership Academy: Are you Inspiring or Blocking Your Service Culture? Module 3: Organizational Values, Policies & Processes	3.5 hours	Less than one week	See Course Schedule	\$250		\$250 plus \$11.76	
Customer Service, Leadership & Management	LB 290: LB 290: Leadership Academy: Are you Inspiring or Blocking Your Service Culture? Module 4: Building Teams for Customer Service	3.5 hours	Less than one week	See Course Schedule	\$250		\$250 plus \$11.76	
Industry Specific	LB 300: Employment in the Visitor Industry	3	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No
Industry Specific	LB 310: Hawaii Today for the Visitor Industry	3	Less than one week	See Course Schedule	\$150		\$150 plus \$7.07	No
Industry Specific	LB 330: Tour Guide Training	16	Less than one week	See Course Schedule	\$1,400		\$1400 plus \$65.94	Yes
Language Training	LB 601: English for the Visitor Industry: Introduction to English for the visitor industry Part 1	6 hours	Less than one week	See Course Schedule	\$360	\$360 plus \$16.96		

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Language Training	LB 602: English for the Visitor Industry: Introduction to English for the visitor industry Part 2	6 hours	Less than one week	See Course Schedule	\$360	\$360 plus \$16.96		
Language Training	LB 603: English for the Visitor Industry: Introduction to English for the visitor industry Part 3	6 hours	Less than one week	See Course Schedule	\$360	\$360 plus \$16.96		
Language Training	LB 610: English for the Visitor Industry Workplace: Part 1	6	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 611: English for the Visitor Industry Workplace: Part 2	6	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 612: English for the Visitor Industry Workplace: Part 3	6	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 711: Japanese for the Visitor Industry: Beginner level Japanese for the visitor industry Part 1	6 hours	Less than one week	See Course Schedule	\$360	\$360 plus \$16.96		No
Language Training	LB 712: Japanese for the Visitor Industry: Beginner level Japanese for the visitor industry Part 2	7 hours	Less than one week	See Course Schedule	\$720	\$720 plus \$33.91		No
Language Training	LB 713: Japanese for the Visitor Industry: Beginner level Japanese for the visitor industry Part 3	6 hours	Less than one week	See Course Schedule	\$360	\$360 plus \$16.96		No

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Language Training	LB 714: Japanese Practicum Part 1: Reinforcing and Practicing language learned in Japanese for the Visitor Industry	6 hours	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 715: Japanese Practicum Part 2: Reinforcing and Practicing language learned in Japanese for the Visitor Industry	6 hours	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 716: Japanese Practicum Part 3: Reinforcing and Practicing language learned in Japanese for the Visitor Industry	6 hours	Less than one week	See Course Schedule	\$360		\$360 plus \$16.96	No
Language Training	LB 721: Keigo Honorific JapaenseL: Polite spoken Japanese for visitor industr professionals- Level 1	3 hours	Less than one week	See Course Schedule	\$240		\$240 plus \$11.30	No
Language Training	LB 722: Keigo Honorific JapaenseL: Polite spoken Japanese for visitor industr professionals- Level 2	3 hours	Less than one week	See Course Schedule	\$240		\$240 plus \$11.30	No
Language Training	LB 723: Keigo Honorific JapaenseL: Polite spoken Japanese for visitor industr professionals- Level 3	3 hours	Less than one week	See Course Schedule	\$240		\$240 plus \$11.30	No

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Leadership & Management	Disney's Approach to Leadership Excellence: Providing a clear vision, creating a structure for executing work, and engaging people in the purpose of the organization	8 hours	Less than one week	See Course Schedule	\$750		\$750 plus \$35.33	No
Leadership & Management	Disney's Building a Culture of Health Care Excellence: create a sustainable service culture that exceeds expectations of patients and their families, and drives a reputation for services excellence	8 hours	Less than one week	See Course Schedule	\$750		\$750 plus \$35.33	No
Hotel & Lodging	Guest Service Gold Making Connections	2 hours	Less than one week	See Course Schedule	\$180		\$180 plus \$9.42	Yes
Hotel & Lodging	Certified Front Desk Representative - Day 1	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Hotel & Lodging	Certified Front Desk Representative - Day 2	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	Yes
Hotel & Lodging	Certified Guestroom Attendant - Day 1	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Hotel & Lodging	Certified Guest Room Attendant - Day 2	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	Yes

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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
			Less than one week	See Course Schedule				
Hotel & Lodging	Certified Restaurant Server - Day 1	8 hours			\$300		\$300 plus \$14.13	No
Hotel & Lodging	Certified Restaurant Server - Day 2	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	Yes
Hotel & Lodging	Certified Maintenance Employee - Day 1	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Hotel & Lodging	Certified Maintenance Employee - Day 2	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	Yes
Hotel & Lodging	Certified Loding Security Officer - Day 1	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Hotel & Lodging	Certified Loding Security Officer - Day 2	8 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	Yes
Computer	Excel 2013 Beginner	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Excel 2013 Intermediate	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No



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Program Area	Course Title				Tuition Price	State Discount Rate (%) & Cost per unit	Total STATE Tuition and, if applicable, including tax*	
Computer	Excel 2013 Advanced	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Beginner	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Intermediate	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Advanced	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Basics	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Basics	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Intermediate	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Intermediate	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Advanced	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Keyboarding Advanced	4 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Excl 2013 Beginner in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No

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Computer	Excl 2013 Intermediate in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Excl 2013 Advanced in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Beginner in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Intermediate in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No
Computer	Power Point 2013 Advanced in Japanese	3 hours	Less than one week	See Course Schedule	\$300		\$300 plus \$14.13	No